

Civilian Personnel Advisory Center Bulletin

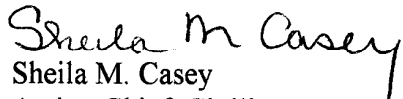
CENWP-HR

24 April 2000

Army Benefits Center-Civilian 00-12

1. The Army Benefits Center-Civilian (ABC-C) located at Ft Riley, KS is due to stand up on June 19, 2000 for the WCPOC. The ABC-C provides automated benefits support to Army appropriated fund employees through the Employee Benefit Information System (EBIS), the Interactive Voice Response System (IVERS) and trained counselors.
2. Employees will be able to independently access the self-service Benefits and Entitlements systems using a touch-tone telephone or the Internet to obtain general information, access personal information, or conduct health insurance, life insurance and Thrift Savings Plan transactions 21 hours a day, 7 days a week. When assistance or guidance is needed, e.g., retirement counseling or survivorship issues, employees calling the toll free number can speak to an ABC-C benefit counselor. Benefit counselors will also initiate contact with survivors to provide counseling and assistance with death claim submissions.
3. Brochures will be distributed shortly providing an overview of ABC-C. Additional information on EBIS can be found at <http://www.abc.army.mil>.
4. As additional information or any change in the stand-up date occur, we will pass that information along to you.

FOR THE COMMANDER:


Sheila M. Casey
Acting Chief, Civilian Personnel Advisory Center

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